



Star Refrigeration Ltd Derby Branch

We are in business to secure a better future by using the best people, systems and technology to deliver quality temperature solutions.



48
Staff



51
Current
Customer
Sites



24
Call Out
Service Hours



9
Customer
Satisfaction /10

Your Local Branch for All Your Refrigeration Needs

Star Refrigeration - Derby branch has been established in Central England for over 40 years.

Star Refrigeration is the largest independent industrial refrigeration engineering company in the UK, established in Glasgow in 1970. With over 250 employees nationwide, we provide fast response and 24-hour technical support from a network of nine branches to customers throughout the whole of the UK.

Star prides itself on being unique within the industry by putting customers first. This is why all Star Branches, including the Derby Branch, are not just outposts of the head office. They are almost autonomous, and supported locally by a multi-disciplined team of sales, technical and administrative personnel. Business support systems and processes are standardised throughout the company and deploy the latest technology.

This professional local support is complemented by our complete range of services – from design through to commissioning and maintenance of cooling solutions which are proven to reduce energy consumption, increase efficiency and drive down lifecycle operating costs.

Many of our Midlands customers require rapid support when a Refrigeration/Production related problem arises. At all times we endeavour to provide onsite support within 2 hours of notification for the immediate area by employing skilled engineers from within the immediate geographical area.

Star Refrigeration promotes youth employment through its apprenticeship scheme and has been recognised as one of the top "100 Best Companies to work for" by The Sunday Times.



Customer Benefits

- Dedicated, fully qualified engineering team for the Midlands area
- Rapid response time, typically within 2 hours
- Aftercare to ensure continuous smooth operation
- Experienced management and engineer teams readily available 24/7
- Highest standard of Health & Safety with continuous improvement
- Mutually beneficial partnership: Maintenance Contracts are delivered to time, cost, quality standards and with minimum disruption to services
- Design and consultancy teams available for customer's new projects & energy initiatives
- Corporate level support for UK wide customer sites
- Security from working with a company recognised by industry as a benchmark in technology and innovation
- Continuous creation of employment & apprenticeship opportunities within the local community
- Peace of mind from working with an environmentally conscious, technically reliable and financially sound company

Derby Branch Staff

Regional Manager

Pat Draper



Patrick joined Star in 1994, working initially from Norwich as an Engineer before moving to Derby as a Project Engineer. He was then responsible for co-ordinating the manufacturing, design and installs of large and fast-track contracts including prestigious city centre dual ice-rinks and several large distribution centre refits. In 2008, he took over the management of the Derby branch and now assumes responsibility for the team of administrators and engineers, delivering quality service, maintenance and small works to the Midlands region.

Service Supervisor

Rory Woolley



Rory is one of three Service Supervisors at Derby and holds over 15 years' experience at Star. He is extremely passionate about the training and development of the younger and less experienced members of the engineering team. His day to day role as Service Supervisor varies largely from pressure testing new installations, leading a team servicing existing equipment, to holding training sessions and planning future work.

Branch Administrator

Charlotte Millet



Charlotte is part of a team of five administrators providing support to the Service and Maintenance Managers. Her duties include processing contract renewals, scheduling maintenance visits, invoicing and checking engineers labour utilisation.

Service and Contracts Managers

Dean Thompson & Paul Newton



Dean has been with Star Refrigeration since 1997 and began his career as an Apprentice Engineer and has worked his way up through the engineering grades, being involved in service/maintenance and installation and commissioning. Paul joined Star as an Apprentice in 2001 and quickly gained prowess in fault finding and making improvements to plant running conditions – often saving our customers' money in operating costs, and preventing faults before they occur. Dean & Paul organise and arrange branch contract work, which they undertake with minimal disruption to the client.

Service Supervisor

Drew Thornton



Drew spent many years working as a senior engineer (achieving LCE & ST5 status) before transitioning to the role of Service Supervisor. He is an active member of the service / maintenance department working on various customers sites and acts as a mentor to apprentices and fast-track engineers, offering technical support and using his skills & knowledge to help them develop and build their own skills and knowledge to further their careers within Star.

Maintenance Managers

Carl Baxter & David Ghadami



Carl joined Star in 2006 as an Engineer and rose through the ranks to become a maintenance Manager. David has been with Star Refrigeration now for 6 years and is at the frontline of the Operations engineering team at Derby. Both are ideally placed to manage and assess customer equipment, including producing and managing 5-year forecasts for key components; and implement bespoke maintenance packages for all varieties of industrial refrigeration plant.

Service Controller

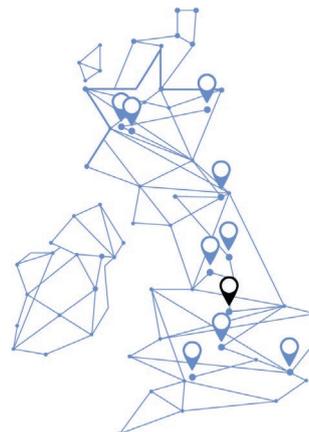
Dani Raby



Dani is our Service Controller. She looks after the engineer allocation to jobs, including ensuring that we respond effectively to issues on sites within the agreed response times; as well as providing quotes to customers for recommended works following engineer visits.



INVESTOR IN PEOPLE



ABERDEEN
GLASGOW
BELLSHILL
NEWCASTLE
LEEDS
MANCHESTER
DERBY •
OXFORD
LONDON
BRISTOL

Wincanton Close, Ascot Drive, Derby DE24 8NB

Tel: 01332 756041 Fax: 01332 757289

Website: www.star-ref.co.uk Email: star.derby@star-ref.co.uk